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Rick Scott
Governor

Pam Bondi
Attorney General

Jeff Atwater
Chief Financial Officer

Adam Putnam
Commissioner of Agriculture

April 13, 2011

To: Prospective Vendors

Subject: RFI # 020-11 – Facial Recognition Solution

Dear Sir or Madam:

The Florida Department of Highway Safety and Motor Vehicles is seeking information from qualified vendors who may be able to partner with the Department to implement a facial recognition solution. This is for informational purposes only and will not result in a contract award.

Please review and respond to the enclosed requirements. Responses must include six (6) total paper copies Address responses and/or questions to Mr. Jon Kosberg, Purchasing Manager, Bureau of Purchasing and Contracts, at the following location:

Florida Department of Highway Safety and Motor Vehicles
Neil Kirkman Building, MS 31
2900 Apalachee Parkway
Tallahassee, Florida 32399-0585
Phone: 850-617-3203
jonkosberg@flhsmv.gov

Thank you for your consideration.

Sincerely,

Kevin Bailey
Chief of Purchasing and Contracts

Attachment

**State of Florida
Department of Highway Safety and Motor Vehicles
Request for Information – RFI 020-11**

April 13, 2011

Facial Recognition Solution

1. REQUEST FOR INFORMATION

All responses to this Request for Information (RFI) issued by the Florida Department of Highway Safety and Motor Vehicles regarding facial recognition technology must encompass the following core components:

1. Compatible with the Department's current systems to capture and store images.
2. Scalable to provide the option for driver license offices to use the system for face to face comparisons, which may necessitate integration into existing issuance systems.
3. Real-time front end system to allow law enforcement to upload images for comparisons.
4. Back-end systems capable of scrubbing all current images in driver license systems and identify possible matches where a single person or image has multiple identities.
5. Investigative system to allow investigators the ability to complete in-depth analysis of images within the system and establish watch lists for possible fraud suspects.
6. Real-time interface to other facial recognition systems for sharing and comparison purposes with user management controls.
7. Scalable to incorporate additional biometric identifiers such as fingerprints and iris scans.
8. Solution is compliant with American National Standards Institute, National Institute of Standards and Technology and Information Technology Laboratory (ANSI, NIST and ITL) 1-2007 and ANSI/NIST-ITL 1-2008, Data Format for the Interchange of Fingerprint, Facial & Other Biometric Information standards.
9. Solution is compliant with International Committee for Information Technology Standards (INCITS) 385-2004, Information Technology-Face Recognition Format for Data Interchange standards.
10. Capable of incorporating current images enrolled in a facial recognition solution. The Department wishes to capitalize on previous pilot project investments with minimal additional resources and cost.

2. GOALS

1. Reduce driver license fraud.
2. Reduce identity theft.
3. Ability to complete in-depth analysis of images held by the Department.
4. Identify persons roadside that have no form of identification and name given cannot be confirmed by other means.

3. BACKGROUND

The Department of Highway Safety and Motor Vehicles is responsible for issuing driver licenses, maintaining driver records, and issuing motor vehicle tags and titles to the citizens of Florida. As part

of this responsibility, the Department maintains over sixteen million (16,000,000) driver license photographs obtained during the issuance process.

The Department relies on information from its database and information input by Department members, agents and customers. Valid forms of identification are required for citizens to receive their driver's license.

During the course of the current issuance process, there is no system in place to allow image comparisons prior to the issuance of a new driver license.

The Department is seeking to improve the accuracy of its issuance process and ensure that only one person, one image, is affiliated with the issuance of a driver license. Additionally, the Department is seeking to add the ability of law enforcement to upload and compare images from jail booking systems, roadside stops and investigations.

Implementing a facial recognition solution will improve overall accuracy in our issuance process as well as allow our agency the ability to scrub the current database and determine instances of fraud. This tool will help safeguard citizens from ID theft and fraud both during the issuance process and during encounters with law enforcement.

4. CURRENT BUSINESS PROCESS

Currently, citizens obtaining a new driver license or ID card (credential) present several forms of identification prior to the issuance of a driver license. Once issued, the documentation, along with the image taken during the issuance process is stored in the Department's Oracle databases.

There is no system in place to verify that an image assigned to a certain identity does not already exist and assigned to another.

5. CURRENT TECHNICAL ENVIRONMENT

To follow is the current technical environment at DHSMV.

Network Infrastructure

1. Local Area Network (LAN)
 - a. All Desktops one hundred (100) Megabytes per Second (Mb/S) to core
 - b. All core (inter-switch) and server connectivity at one (1) Gigabit per Second (Gb/S)
 - c. Two hundred (200) MB to WAN and one hundred (100) MB outgoing Internet
 - d. Forty five (45) MB to Public accessing Internet
2. Wide Area Network (WAN)
 - a. Mostly T1, some T3 and some ten (10) MB on Multi-Frequency Network (MFN)
Multi-Protocol Label Switching (MPLS) network

Server Environment

1. Brand: Dell and Hewlett-Packard (HP)
2. Operating System (OS): Windows 2003, Windows 2008, and HP/UX

Storage Environment

1. Storage Area Network (SAN) attached HP EVA8100 storage array

Server Room and Data Center

1. Meets industry standards for space and cooling

Backup Environment

1. HP MSL8096 Tape Library
2. EMC Avamar Data Store

Backup Software

1. HP Data Protector
2. EMC Avamar Data Store

6. RFI PROCESS

Responses to this RFI will be reviewed by the Department for informational purposes only and will NOT result in the award of a contract. Any request for cost information is for budgetary purposes only. Vendors submitting answers to an agency's Request for Information are not prohibited from responding to any related subsequent solicitation.

7. RESPONSE FORMAT

Responses to this Request for Information will be typed, formatted to follow the paragraphs in this section, and contain the information identified below. Additionally, a demonstration of the proposed solution may be requested by the Department following the response. Responses must include six (6) total paper copies. Include the following in your written response:

1. Overview:
 - a. A description of the Vendor's understanding and approach to accomplish the goals described in Section 2 entitled "Goals"
 - b. A description of the suggested solution
 - c. An explanation of why the suggested solution was chosen
2. Product Components – Provide a list of products that will be necessary to support the Department's business needs to include system requirements for any necessary:
 - a. Software
 - b. Hardware
 - c. Third party products
3. Functionality – Provide narrative of the system functionality as it relates to:
 - a. System Architecture
 - b. Security
 - c. Licensing
 - d. User Interface
 - e. Level of component integration
 - f. Storage
4. Cost – Provide the estimated cost associated with products implementation as well as a cost benefit analysis:

- a. Product or Line Item
 - b. Quantity Required – Number of each product/line item required
 - c. Cost per product or line item
 - d. Overall Initial Cost
 - e. Five (5) year Total Cost of Ownership
 - f. Return on investment analysis
5. Proposed Implementation/Maintenance – Provide the following details for the proposed solution:
 - a. An overview of the implementation complexity
 - b. The complete level of effort to implement the system as proposed.
 - c. The requirements to maintain the system
6. Vendor Background – Provide the following information about your company:
 - a. A history of the proposed application
 - b. Your market presence in the United States
7. The Department's intent is to identify potential products that can fulfill the functional requirements. Respondents should address all of the needs listed above.

8. RESPONSE DATE

Responses must be in accordance with the timeline below, and must address each RFI request/questions point by point. Responses must be received no later than 3:00 p.m., April 29, 2011. Responses must be sent via mail to:

Florida Department of Highway Safety and Motor Vehicles
Attention: Jon Kosberg
Office of Purchasing and Contracts
2900 Apalachee Parkway, MS 31
Tallahassee, FL, 32399-0508

Timeline

April 13, 2011 - RFI posted on Vendor Bid System (VBS)
April 19, 2011 – Vendor Questions Due
April 22, 2011 – DHSMV Post Responses
April 29, 2011 - Typed responses due
May 9, 2011 - Schedule vendor demonstrations (if applicable)
May 16, 2011 – Begin vendor demonstrations (if applicable)

9. QUESTIONS

Please feel free to contact the Department of Highway Safety and Motor Vehicles with any questions regarding this Request for Information. Questions should be directed to Jon Kosberg, by phone: 850-617-3203 or email: jonkosberg@flhsmv.gov

10. DEMONSTRATIONS

If after receiving vendor responses, it is determined a vendor demonstration is necessary, the Department will allocate time during the week of May 16, 2011 for presentations. The purpose of this

presentation will be for the vendor to provide a demonstration of the product, and any information that they believe will be of value to the Department.

11. PROPRIETARY INFORMATION

If a response to this request includes any information that constitutes a trade secret of the respondent, such information shall be clearly marked as "Confidential." An entire page or paragraph in which such information appears should not be marked confidential unless the entire page or paragraph consists of such confidential information. Only the confidential portion(s) should be so identified and marked.

12. VENDOR COSTS

Vendors are responsible for all costs associated with the preparation, submission, and any potential meeting to discuss this Request for Information. The State of Florida, Department of Highway Safety and Motor Vehicles will not be responsible for any vendor related costs associated with responding to this request.